

EXHIBIT A: FACES BUSINESS PROCESS MAPPING

i. Case Management Category - Intake and Investigation Modules

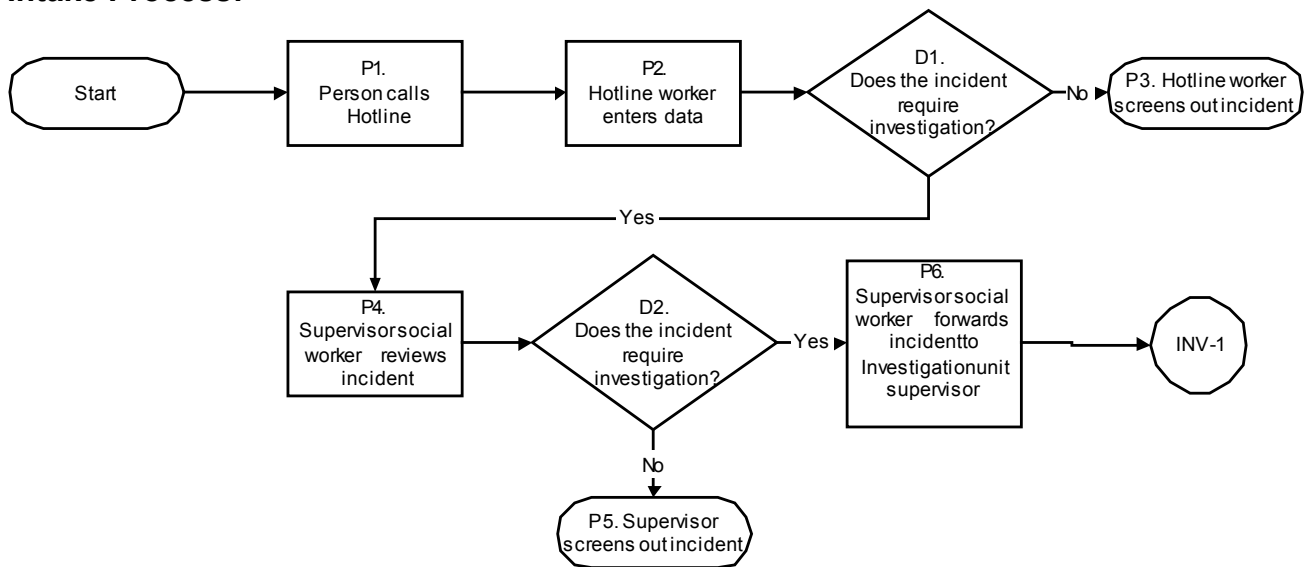
The mission of the Child and Family Services Agency (CFSA) is to promote the safety, permanence and well-being of children and families in the District of Columbia. Toward this end, CFSA's Intake and Investigation Administration is the first line of intervention with children and families to ensure the safety and protection of children (under the age of 18 years) who have been alleged maltreated, maltreated (abused or neglected) or are at risk of maltreatment. In partnership with community collaboratives, the Intake and Investigation Administration provides and arranges for services for children and families so that children may achieve safety, well-being, and permanency. This program further supports the preservation of families through assessing the strengths and needs of families, including extended families, and by focusing on improving and building parental/caretaker abilities to provide safe and nurturing homes for children. The Intake and Investigation staff initiates the process of engaging families in identifying and achieving family-level outcomes to reduce the risk of further maltreatment and ameliorate the effects of maltreatment that has already occurred.

It is the policy of CFSA that all investigations of accepted reports of alleged child maltreatment (abuse and neglect) are initiated by establishing face-to-face contact with the alleged child victim within 24 hours of the receipt of the report. The investigation shall include an assessment of safety and risk for not only the alleged child victim, but all children residing in the home. When necessary, services and referrals shall be provided to the family. Most investigations conclude no later than 30 days after the acceptance of the report.

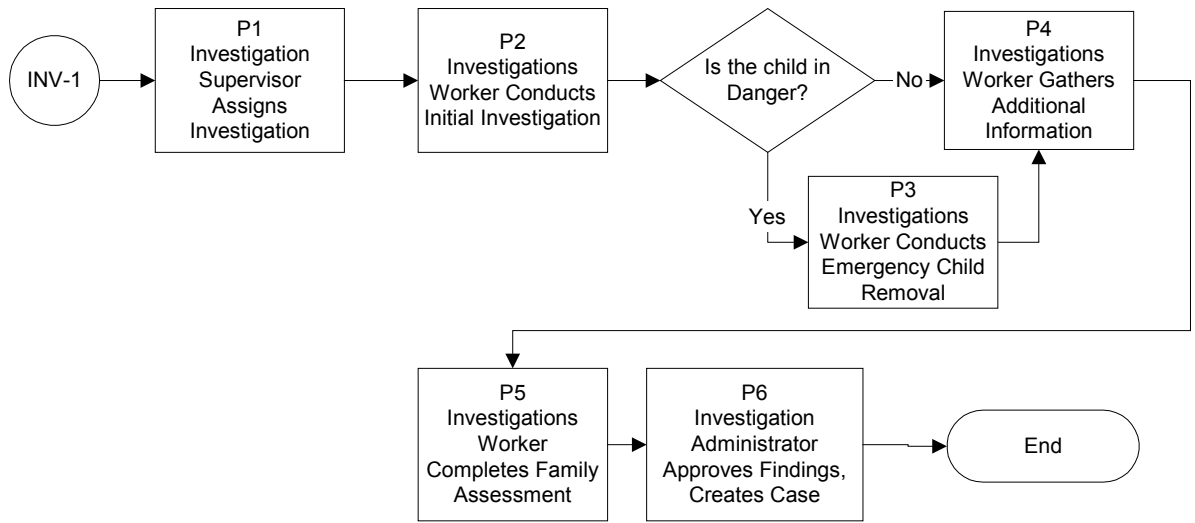
Workers utilize the FACES application to record information from the time of the call through the entire

investigative process. The Intake and Investigation modules represent two modules from the case management category.

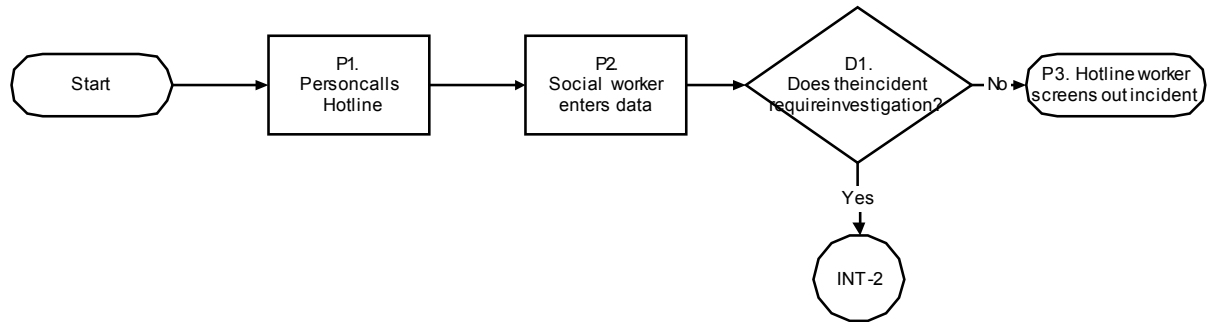
Intake Process:



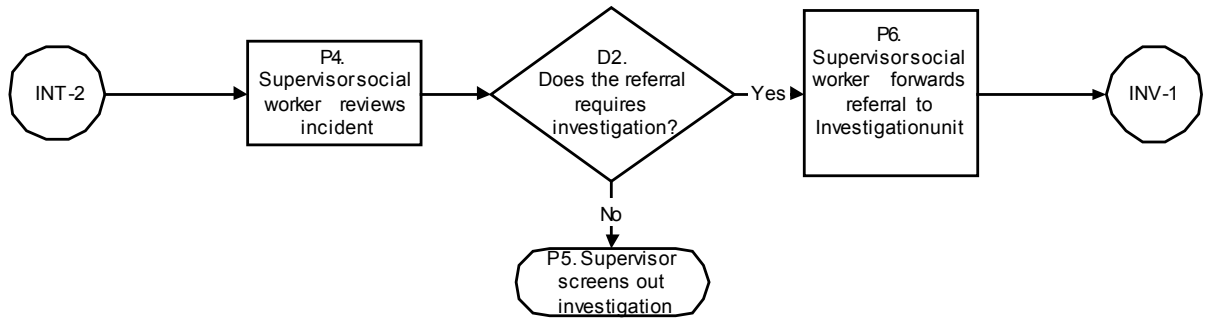
Investigation Process:



Detailed Description of Intake Process:

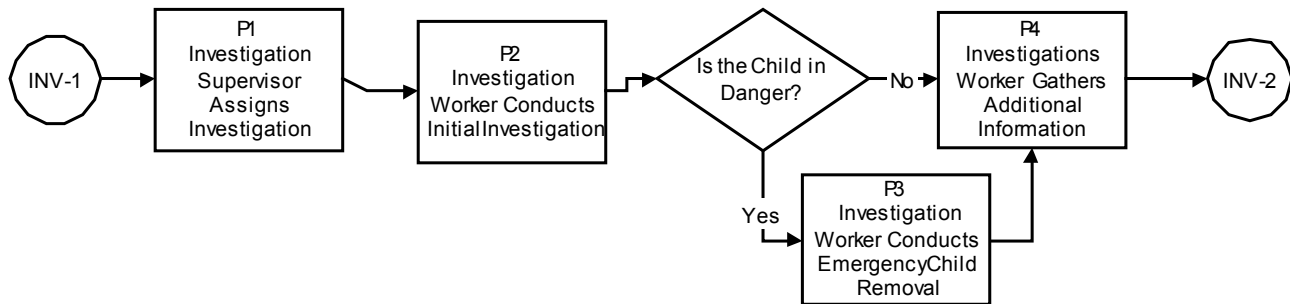


P1	P2	D1	P3
Call comes in to Hotline and is answered by social worker.	Hotline worker enters data while on the initial call. If call is for Information or Referral, data Hotline worker enters about the caller's contact information, information provided by the caller, and conclusion. If the call is a Child Protective Services (CPS) Intake Referral, information includes: <ul style="list-style-type: none"> Information about reporter and subject Referral narrative Client demographics Allegations Relationships between clients Other individuals related to referral Required response time Other comments 	Hotline worker and supervisor decide whether incident requires follow-up.	If Hotline worker decides follow-up is required, referral is closed.
<ul style="list-style-type: none"> Workload/Intake search/new dialog 	Information & Referral: <ul style="list-style-type: none"> wm_5002_in_inf_referral wm_1055_in_client_demographics CPS/Intake: <ul style="list-style-type: none"> wm_1053_in_referral_general wm_1207_in_referral_narrative (wm_1055_in_client_demographics) wm_1056_in_report_of_abuse_neglect wm_1024_in_client_relationships wm_1068_in_collateral 	<ul style="list-style-type: none"> wm_1064_in_intake_disposition 	<ul style="list-style-type: none"> wm_1064_in_intake_disposition



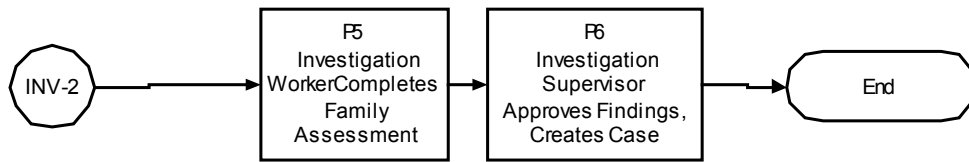
P4	D2	P5	P6
If Hotline supervisor decides referral is required, supervisor social worker reviews the referral.	Hotline supervisor decides whether the referral requires follow-up.	If supervisor decides that referral does not require follow-up, supervisor screens out the referral.	If follow-up is warranted Hotline supervisor forwards referral to investigation unit supervisor.
<ul style="list-style-type: none"> wm_1064_in_intake_disposition 	<ul style="list-style-type: none"> wm_1064_in_intake_disposition 	<ul style="list-style-type: none"> wm_1064_in_intake_disposition 	

Detailed Description of Investigation Process:



P1	P2	P3	P4
Review approved intake referrals and assign to Investigation Worker.	Social worker reviews referral narrative. Visits location to investigate referral. Documents case/client contact information. Determines whether or not it is safe to leave the child in the current household by evaluating signs of present danger, child vulnerability factors, and caregivers protective capacities.	Submit placement request and records a removal.	Document additional information on maltreatment allegations including: <ul style="list-style-type: none"> Maltreatment Allegations: Specific instances of abuse and injuries Collateral Significant Information: Demographic and contact information related persons Assessment Notes
	<ul style="list-style-type: none"> wm_1207_in_referral_narrative wm_6303_in_hotline_present_danger 	<ul style="list-style-type: none"> wm_1089_pl_child_removal 	<ul style="list-style-type: none"> wm_5005_as_safety_investigation_conclusion

	<ul style="list-style-type: none">• wm_6305_in_hotline_protective_capacity• wm_6304_in_hotline_child_vulnerability• wm_6040_in_safety_assmnt_decision		
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P5	P6
Perform family assessment and determine service level. Develop Safety Plan, Assess risk for neglect and abuse. Assess family environment for substance abuse, domestic violence, physical environment, financial stability, parenting & coping skills, caretaker health, family support & interaction, caretaker intellectual capacity. Include appropriate narrative. Recommend child removal, referral, or other ongoing services. Document family acceptance of recommendations and request investigation closure. Completes disposition (findings) for each allegation.	Approve investigation findings and create case.
<ul style="list-style-type: none"> wm_5021_as_family_risk_assmt wm_5020_as_family_asst wm_5000_in_familyforce wm_5022_as_family_assmt_conclusion wm_5071_as_assessment_closure wm_1072_in_investigation_disposition 	<ul style="list-style-type: none"> wr_5001_iu_investigation_closure

ii. Case Management Category - Case Management Module

CFSA provides case management services to all children and families under its care. Case management is a procedure to plan, seek, and monitor services from different District social agencies and staff on behalf of the client/family. Child and Family Services Agency has primary responsibility for seventy percent (70%) of children in foster care. The other thirty percent (30%) of our population is outsourced to the consortium agencies for case management oversight. CFSA designates a family worker for intact families and a social worker for every child in foster care. The worker's role is to coordinate services and advocate for the child/family. The worker also links clients to resources in the community. This function also involves monitoring the progress of a child/family whose needs require the services of several professionals, agencies, health care facilities, and/or human services programs.

The case management sub-modules include:

- Administrative Review
- Adoption/Guardianship
- Case Management
- Court

Administrative Review

The Office of Administrative Review conducts case reviews at least every six months for all children in foster care. These reviews are to ensure and increase excellent casework practice and ensure that efficient permanency planning is followed for each child. In preparation for each Administrative Review, letters are mailed to all participants in advance and the worker develops a plan with the family to document the case plan, outlining the objectives and service provision needed to move the child and/or family towards permanent solution. Workers create the case plan in FACES and the Administrative Review workers document the outcome of the review in FACES.

Adoption

The Adoption and Safe Families Act (ASFA), enacted in 1997, provides federal assurance that a child's safety and permanence remains the principal focus while involved in the child welfare system. A child who has been removed from home must achieve permanency quickly. The Agency's goal is to move children from a temporary foster care situation, towards achieving permanency and well-being. CFSA seeks to provide a safe and permanent home for a child with the biological family, at which time the permanency goal reflects reunification. When reunification is not a viable option, CFSA, through the court system, moves rapidly to establish other goals. These permanent goals include adoption, guardianship, or an alternative planned living arrangement. Children who are adopted, leave the foster care system to be placed permanently into the adopting parent's home. The legal process includes an official transfer of the child from the birth parents to the adopting parents. Workers use the adoption module to capture general information on the child and seal the case.

Guardianship

The Guardianship sub module records a child's permanency goal as Guardianship when a relative or kin intends to assume this role. Workers use it to create a Permanency Plan when the goal is guardianship, enter data about the relative who will become the guardian, and perform related case management tasks.

Case Management

The Case Management sub module is the core component of the FACES application. The Case Management screens and processes enable workers to record client information, case plan, and contacts during the case management phase of each case. Workers use this sub module for the following:

- Close a case
- Associate cases

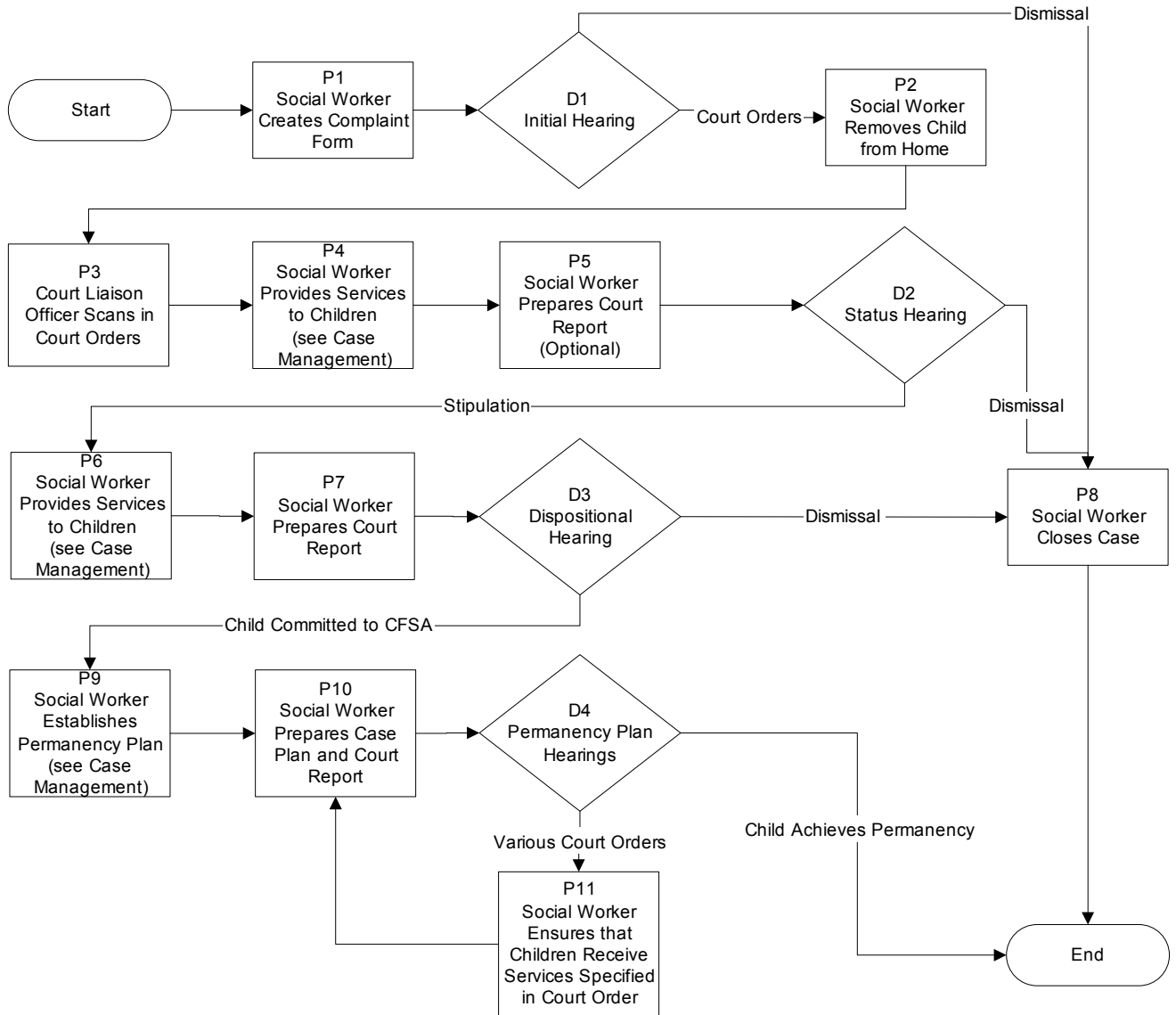
- Develop a case plan report, by completion of the treatment plan
- Documentation of key information when visiting a child/family on the contact screen
- Provides a historical listing of services provided to each client.

Court

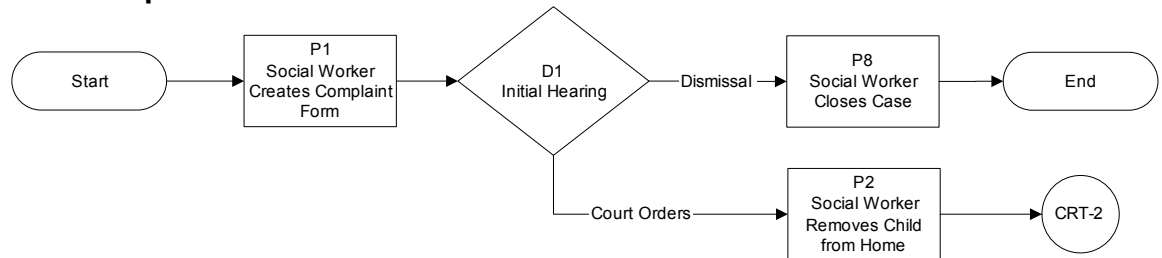
CFSA is required to participate in different types of court hearings at the D.C. Superior Court. CFSA interfaces with the court after the removal of a child and until the child achieves permanency. CFSA also interfaces with the court to provide facts and seeks permission to remove a child who is not in imminent danger. Within the Agency's General Counsel Office, there are two offices, the Court Services Office (CSO) and the Court Liaison Office (CLO). The CSO ensures that problems in neglect and abuse court cases are addressed promptly and in such a way to ensure that the goals of the Director of CFSA are reflected. The CSO also provides legal counsel and representation by assisting in complicated neglect cases that present problems with service delivery or non-compliance with court orders. The CLO functions as a liaison between the 60 judges who review neglect and abuse matters in the DC Superior Court and the social workers at CFSA.

The Court sub module provides workers with centralized access to their client's entire court history and schedule information. Since March 2003, FACES has received a daily interface of court calendar information from the court. This interface is crucial as it provides all workers with accurate court calendar information, including the time and location of the court hearing. Also, within the FACES application, workers create the court report in preparation for every court hearing. At the conclusion of the hearing, the judges generate a court order, which is scanned into FACES by the Court Liaison Office.

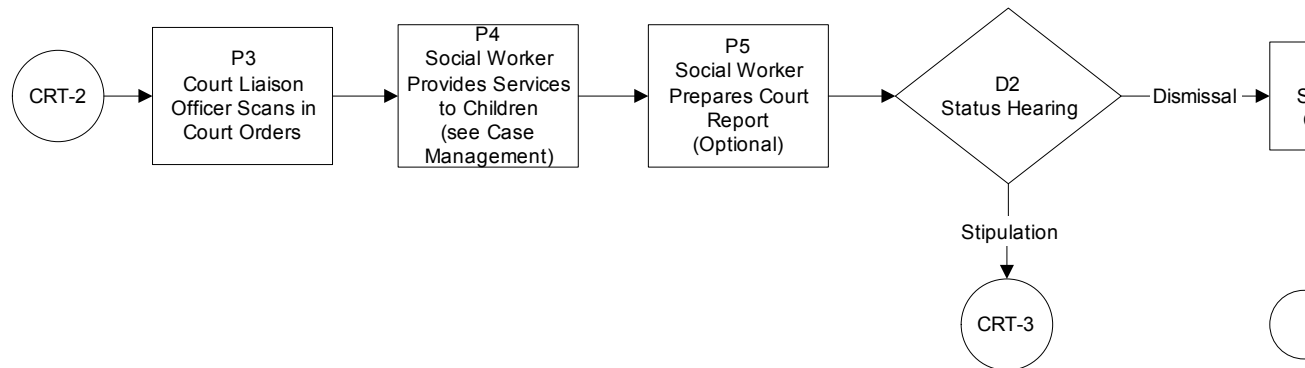
Court Process:



Detailed Description of Court Process

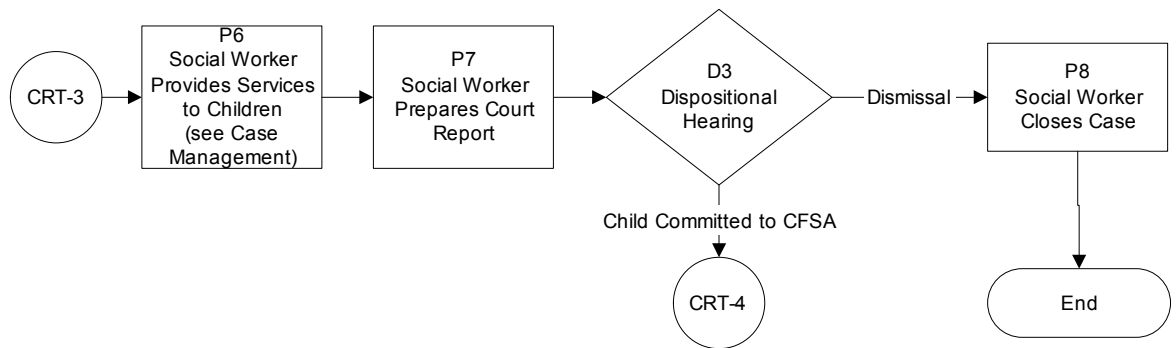


P1	D1	P2	P8
Social worker creates complaint form for submission to the DC Superior Court.	Judge holds initial hearing to decide whether removal of child from home is warranted.	Social worker removes the child from the home pursuant to court order. Occasionally, the social worker will remove the child from the home prior to the initial hearing.	Social worker closes the case. (See Case Management module.)
		<ul style="list-style-type: none"> wm_1089_pl_child_removal wm_1094_pl_enter_exit_placement 	

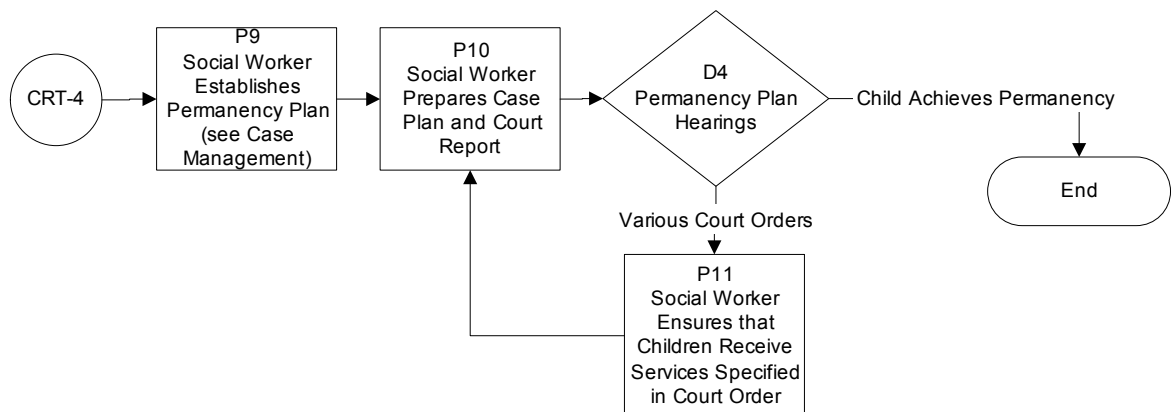


P3	P4	P5	D2	P8
<ul style="list-style-type: none"> The court liaison officer scans in the court orders to FACES, linking them with the appropriate cases. 	Social worker provides services to child. (See Case Management module for details.)	Social worker prepares court report for status hearing (optional).	Judge holds a status hearing, at which time the case may be dismissed or various stipulations or motions may be made. Social worker enters information about the outcome hearing.	Social worker closes the case. (See Case Management module.)
<ul style="list-style-type: none"> wm_8095_cl_intermediate_review wm_8195_cl_consolidated crt hrng_order 		<ul style="list-style-type: none"> wm_1140_tt_court_report 	<ul style="list-style-type: none"> wr_1157_tt_court_hearing_select wt_8025_case_court_hearing_3 wm_5003_tt_hearing_summary wm_8102_cs_motions wm_1031_cl_status 	

			<ul style="list-style-type: none"> wm_1023_cl_court 	
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P6	P7	D3	P8
Social worker provides services to child. (See Case Management module for details.)	Social worker prepares court report for dispositional hearing.	Judge holds dispositional hearing, at which time all facts about the case are heard. The judge decides whether to dismiss the case or commit the child into CFSA's custody. Social worker enters information about the outcome hearing.	Social worker closes the case. (See Case Management module.)
<ul style="list-style-type: none"> wm_1146_tt_services_offered wr_1159_tt_contact_client 	<ul style="list-style-type: none"> wm_1140_tt_court_report 		



P9	P10	D4	P11
Social worker establishes permanency plan for child. (See Case Management module for details.)	Social worker prepares case plan and court report.	Judge holds permanency plan hearing (formerly a "review") on the case, and issues various court orders until the child achieves permanency. Social worker enters information about the outcome hearing.	Social worker ensures that child receives services specified in court order(s).
<ul style="list-style-type: none"> wm_5001_cm_case_plan_report wm_5015_as_permanency_plan 	<ul style="list-style-type: none"> wm_1140_tt_court_report 	<ul style="list-style-type: none"> wr_1157_tt_court_hearing_select wm_5003_tt_hearing_summary 	<ul style="list-style-type: none"> wm_1146_tt_services_offered

iii. Case Management Category - Client Module

The client module in FACES captures key information relating to specific clients in a case. This module captures information on ten sub modules including abscondence, child fatality, demographic, AFCARS, NCANDS, Employment/Education, Finance, Health, Contracts and Placement/Services.

Abscondence

The abscondence sub module captures information on children under our care who run away from their placement facility. Workers use this module to request that the court generates a court order to locate and return the child to the CFSA or to their placement facility.

Child Fatality

CFSA is responsible to investigate every time a child expires where the death is determined to be accidental or foul play in the District of Columbia. The Agency also investigates when a child dies while under our auspice.

Demographics

The Demographics sub module records client information and client characteristics related to a client. This sub module is one of the major components of the FACES application. It's usage is second only to the Case Plan and Services module. Workers capture and track the following information:

- Client Information – General information (personal information, residence, and physical characteristics).
- Client summary includes client location, court history, and service information.
- Demographic Information - address, phone numbers, and characteristics (strengths, physical/mental, behavioral/psychological, child assessment traits)
- Relationship information to determine which clients are related in a case.

Employment & Education

The Employment and Education sub module reflects the names, dates, and achievement information associated with education, occupations, and military service for each client.

AFCARS

The Adoption and Foster Care Analysis and Reporting System (AFCARS) is a federally mandated data collection system for all children in foster care placement and adopted children who have been placed by CFSA. AFCARS was designed for more accurate reporting of specific data elements for children in foster care or children who have been adopted. Researchers use the federal data to analyze the foster care and adoption programs across states. CFSA meets the federal requirement of electronically submitting its data twice annually on May 15 and November 15. Throughout the FACES application, all AFCARS field are blue and all data are easily identifiable on the AFCARS screen.

NCANDS

The National Child Abuse and Neglect Data System (NCANDS) is a voluntary national data collection and analysis system created in response to the requirements of the Child Abuse Prevention and Treatment Act (Public Law 93-247) as amended. NCANDS consists of key aggregate child abuse and neglect statistics from all states, such as data on reports, investigations, victims, and perpetrators. Though it is a voluntary national data collection, the District electronically submits its file annually. Throughout the FACES application, all NCANDS field are blue and all data are easily identifiable on the NCANDS screen.

Finance

The Finance sub module captures information on the clients income, assets, debts, payment history, and payment voucher.

Health

The Health sub module captures historical information regarding the clients' medical appointments, medications, allergies, tests, and insurance. This screen also captures information on future medical appointments. CFSA developed an automated interface with our principal medical provider, DC KIDS. The interface allows FACES to maintain accurate medical information in the application. On a daily basis, DC KIDS supplies FACES with a series of files

containing medical information for all children in foster care who are registered in the DC KIDS program.

Contact

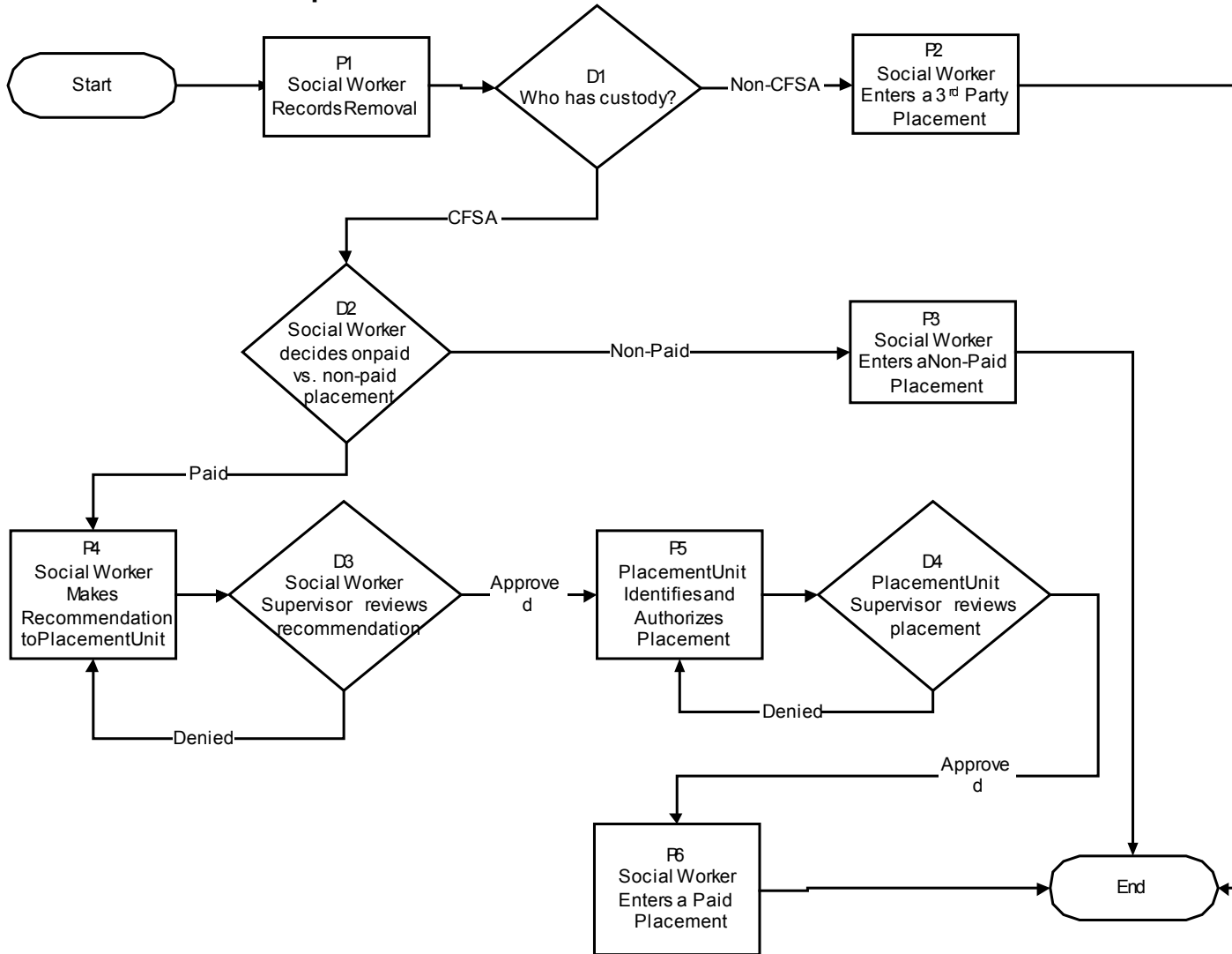
The Contact sub module is used to document all interactions and visits with a client or collateral. The visitation plans (client, frequency, location/type, purpose/comments) tracks visitation for children who are removed. Visitation log tracks detailed outcomes triggered from the visit plan.

Placement

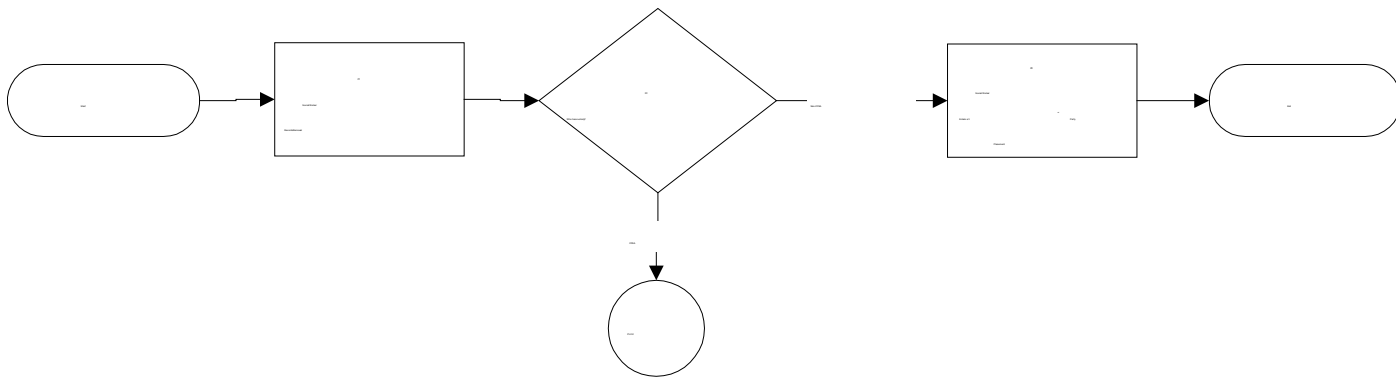
CFSA is committed to the development, implementation, and evaluation of an outcome-based model of services for children and families. With this in mind, CFSA is working to move away from a system of emergency driven placements and toward a deliberate procedure focused on safety and permanency. This is premised on the principle that children are best served by remaining in the care and custody of their own families and reasonable efforts shall be made to preserve a child's safety within his or her own home. However, when removal is necessary for the safety and protection of a child, it is the responsibility of CFSA to determine that out-of-home placement is family-focused, time-limited, and goal oriented. CFSA's policy is to promote a clear process for locating an appropriate and permanent placement for a child. An integral part of locating appropriate and permanent placements involves a detailed match between each respective child and potential resource family. The coordinated efforts of CFSA placement staff, social work staff, families and foster families, and community serves to empower families as well as promote the child's safety and meet the family's needs.

FACES child removal screens are used to document a child's removal status from his/her primary caretaker(s). After a removal, the placement screens are used to record a placement plan, search for providers, and document the location of the child. The placement screens are the key to facilitating provider payments, and documenting circumstances surrounding a placement (ICPC, previous placements, etc.).

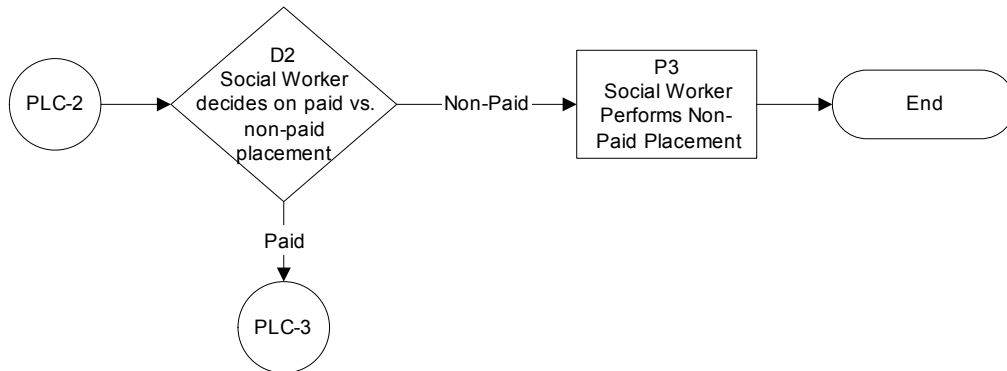
Placement Process Map



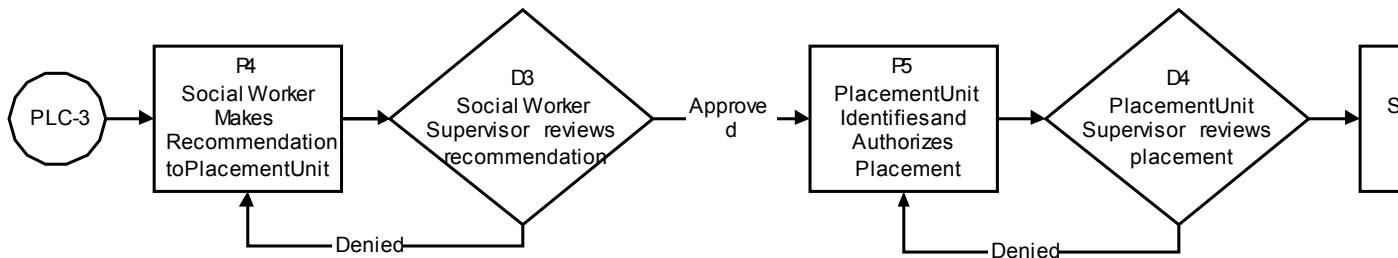
Detailed Description of Placement Process



P1	D1	P2
Social worker enters removal information for client, including removal family structure, person(s) removed from, and conditions of removal	The social worker follows a process based on the court's prior decision about who should have legal custody – a third-party placement if the child is not in CFSA custody, or a paid or non-paid placement if the child is in CFSA custody.	Social worker enters the placement information for a third party placement and selects the organization (collateral) with which the client is being placed
<ul style="list-style-type: none"> wm_1089_pl_child_removal 		wm_1031_cl_status



D2	P3
Social worker decides whether it should be a paid or non-paid placement.	Social worker identifies the provider, and enters date and time of placement, and later, exit. For all placements to another state, social worker completes ICPC forms.
	<ul style="list-style-type: none"> wt_8029_icpc_placement_3 wr_5001_pl_select_icpc wm_5001_pl_icpc wm_5001_pl_icpc_100b wm_5003_pl_ctr_placement



P4	D3	P5	D4	P6
Social worker recommends a placement to the Placement Unit.	Supervisor reviews recommendation. Once a recommendation is approved an administrative assignment is generated to	Placement Unit worker reviews the case and recommends a placement.	Placement Unit Supervisor reviews recommended placement.	Social worker enters date and time that child enters, and later exits, placement. For all referrals to or from another state, social worker completes ICPC

	the Placement Unit.			
<ul style="list-style-type: none"> wm_1091_pl_resource_detail 		wm_1093_pl_resource_authorization		<ul style="list-style-type: none"> wt_8029_icpc_placement_3 wr_5001_pl_selected_icpc wm_5001_pl_icpc wm_5001_pl_icpc_100b wm_1094_pl_entry_exit_placement wm_1096_pl_exit_placement

iv. Administrative Category - Contracts

The Administrative category captures information on five modules which are, contract, finance, personnel, provider, and training.

Contracts

The Contract Administration utilizes this module to capture information regarding procurement, monitoring, service structure, and resource contract detail. Procurement tracks services that have been purchased on behalf of children or families in CFSA. After the clients have utilized the services, the Office of Licensing and Monitoring and Family Resource Division monitors and oversees the type and quality of services provided based on the providers signed contract with CFSA.

Finance Module

The Financial Administration screens are used to record various types of financial transactions related to both clients and providers. This module includes information about payments, provider underpayments and overpayments, accounts receivables and related payment plans, funding source availability and individual program eligibility.

CFSA has an automated Title IV-E determination module. The determinations are made by a separate eligibility unit, which is responsible for making all IV-E determinations. When making a determination the eligibility specialist uses the IV-E module in FACES. The module provides the specialist with appropriate information, such as client name, date of birth, household family composition at the time of removal,

and court order details recorded in the system by the social worker or other program staff. The specialist makes the determination by following the module's sequence of steps and entering the required data. While making the determination the specialist reviews both hard copy data and electronic data already recorded in the system. This review assures that information is accurately recorded in the system, as the specialist reviews hard copy documents such court orders and court reports. The specialist verifies household income by reviewing tax records and TANF receipts through an ACEDS interface, as well as reviewing hard copies of any income-related documents. The module also allows the specialist to record the SSI eligibility of the client, so that this information is included in the determination.

Once a determination is initiated, the system allows the user to stop and pick-up where he/she left off at a later time. The system also keeps an on-line audit trail, which allows the user to review any changes made to a determination. As the steps in the module are completed, the system makes calculations at each step to determine if the criterion for eligibility has been satisfied. Once the final determination has been made the client is classified as either Ineligible, Eligible Reimbursable (ER), or Eligible Not-Reimbursable (ENR). Claims for IV-E reimbursement are only made on clients that are classified as ER and placed in a licensed facility.

Personnel

The personnel module captures the organizational structure of the agency. Specifically, the module captures each user, the user's supervisor, and manager. Also, the module captures the specific unit, program area, and administration level. This designation assists the Management Report module to correctly link each client, with a specific worker, specific manager, and specific administrator.

Provider

The training sub module is used to track a provider from recruitment through licensing. Staff in the Support

and Licensing Administration utilize this sub module to track information about the provider prior to licensing such, as the home study, training needs, and employment. After successful completion of the licensing process where we have determined that the home is safe, children are placed in the provider's home.

Training

The training sub module is used to maintain and update training information for all CFSA staff and foster parent providers. Staff in the Training Administration updates course descriptions, individual training records, and enrollment information.

v. Reports Category - Reports

The reports module tracks two distinct types of reports: case reports and management reports. Within the case reports there are three types of reports, DDE, on-line, and template. The dynamic data exchange (DDE) report opens in Microsoft Word with some information already pre-populated. Workers can modify these reports directly in Microsoft Word by adding additional information. These reports can then be saved in the FACES file cabinet. The second type of report is the on-line report. These reports are generated by FACES with information updated from several screens in FACES. Information on the report cannot be changed without modifying the data in FACES. The third type of report is the template report which is similar to a DDE report, except that no information is pre-populated. It is simply a blank form.

The management reports are designed to assist supervisors to use the information collected in FACES on a day-to-day basis in order to support the mission of CFSA in adhering to child safety, permanency, and well being. The reports are secured, with either no access or full access provided on a per-user basis. The reports are generated using Crystal Reports software, are read-only, and can be either printed or exported to Microsoft Word or Excel. After a user selects a report, the only runtime information that is typically entered is a date.

There are over 600 management reports available for management to utilize for their daily work. These management reports are critical as they track the CFSA's progress in achieving its milestones. The reports are sorted in twenty-eight categories. Since February, 2004, CFSA moved a portion of FACES application to the web – "web-reports module" -- thus giving the privatized case management consortium agencies access to these critical reports.

vi. Supportive Category - Common Framework Module

The common framework module captures information regarding five sub modules: calendar, documents, search, system administration, and workflow.

Calendar

The calendar functionality allows users to visualize the calendar functionality from within two windows, the calendar screen and the workload window. Workers have the ability to select an actual calendar, print, or filter specific information from the calendar.

Documents File Cabinet

The documents sub module is a storage bin for documents that relate to a case, referral, assessment, resource, or staff person. This screen includes both on-line documents and imported Microsoft Word documents. Documents can be linked to referrals or cases.

Search

The search sub module gives the worker the ability to search for clients on a variety of fields, including name, date of birth, gender, race, address, SSN, client ID, or court social file number. Search results are displayed in a window through which one may scroll while viewing detailed information about each record. When a case is selected, all information about that case may be viewed. This sub module also provides merge capabilities. Fields from two cases are juxtaposed and grouped by categories (such as relations, permanency goal, or cases), and one has the ability to combine or swap this information between the two cases.

System Administration

The System Administration sub module provides system administrators with the ability to:

- manage picklists, enter basic information about program areas, define access to system modules by roles,
- manage system error messages, and manage a schedule of holidays.

Workflow

The workflow sub-module consists of four distinct screens.

1. Alerts

The alert functionality displays task reminders for workers such as administrative review and court case calendars. A worker may filter alerts by case, range of dates, and a variety of other fields. Some alerts are automatically generated when an action that involves a specific timeframe is initiated.

2. Inbox

The Inbox screen is used to view transfers to the Program Area or Unit Inbox. Management is the only personnel who has access to the Inbox through the Inbox button on the Main level toolbar. From the inbox, cases are assigned or transferred. There is also a statistics button on the Inbox which displays reports showing investigations received, investigations closed, open investigations, intake summaries, and investigation backlog for any given time period. These reports are by program area, unit and staff person. FACES defaults the Inbox selection by the worker logged in, to the appropriate Program Area and Unit. The worker has the option to change the selections.

3. Supervisor Approval

The supervisor approval screens automate the process for workers requesting supervisory approval for specific action items. In some instances, workers request approvals for accepting an intake, closing an investigation, or accepting a case plan. The worker's request generates an entry in the Unit Supervisor's Request for Approval box, from which the Supervisor can review details about the related case and process the approval.

Several screens in the FACES application have supervisory approval mechanism. There are two types of supervisory approval, single tier and two tier approval. Single tier approval means that the user requests approval and the supervisor then approves the request. Two tier approval means that the user requests approval, supervisor approves the request, and the request is then routed for management's approval.

A crucial function of the supervisory approval process, is the underlying support of the personnel module. The personnel module captures the organizational structure of the CFSA. Specifically, the module captures each user, the user's supervisor, and manager. Also, the module captures the specific unit, program area, and administration level. This designation assists the Reports module to correctly link every client, with a specific worker, specific manager, and a specific administrator.

4. Workload

The workload screen allows users to view their specific workload, (access to referrals or cases), alerts, calendar, and restrict access to a case. A person can also Sort his/her list of cases and referrals and Print ones workload. Workload is access through the Workload button on the main level toolbar.

Help

FACES also captures a help menu. The Help features include:

- An Online User's Guide.

This is a "how to" guide to the FACES system. It includes screen prints and instructions for every screen in the FACES system. The Online User's Guide includes:

 - User guide content, using help, troubleshooting, and how to complete instructions for each screen
 - User guide index
 - User guide search: As a person begins to type in the keyword field, a search begins so that all entries with the keyword a person types are displayed in the results inset grid.
 - The ability to annotate, to make notes
 - The ability to create a bookmark
- CFSA Online Policy/Procedures Manual
 - Policies and procedures

- Topics tab from which to choose a topic to view the related screen
 - Policy Manual Guide Search. As a person begins to type in the keyword field, a search begins so that all entries with the keyword a person types are displayed in the results inset grid
 - The ability to annotate
 - The ability to create a bookmark
- **FACES Version Notes.**
Version notes are generated when a FACES update is released. This informs the worker what changes have been made to FACES for each update.

vii. CFSA Wide Area Network

The Child and Family Services Agency Wide Area Network is based on a network configuration of nodes and end-points interconnected using a combination of point-to-point T1 and T3 data circuits. Protocols used in the data network include TCP/IP and IPX. Protocols used in the data network include TCP/IP and IPX. PSINet provides dedicated Internet access through a Cisco PIX 520 firewall to support Internet connectivity. Access to the District's Wide Area Network (WAN) is provided via connections in the Office of the Chief Technology Officer's (3919 Benning Road – OCTO) site. The WAN currently serves three (3) configured sites with a unique IP segment and linked together in a fully meshed T1 and T3 point-to-point configuration. With this configuration, each location can communicate directly with others and exchange through the routing of information. In addition, remote access for external providers is provided through Virtual Private Network, VPN, (via OCTO)/Broadband/dial-up to a terminal server (Citrix) to access the FACES application.

The Local Area Network (LAN) is located at the main office sites and consists of catalyst 3584XL switches on each floor. The LAN network located at our Ferebee Hope Road off-site office has 3Com hubs, and all other 3Com switches have been replaced with Cisco 3584XL.

Currently, there are 22 servers that are all being backed up nightly. We are currently sending weekly and monthly backup tapes off site through Iron Mountain in order to be in line with our CFSA policy of disaster recovery and business continuity plan. Just as important as monitoring the backups, is the ability to actually restore data from a backup should this become necessary. In order to validate the ability to restore, periodic test restores are performed.

Figure 1. CFSA WAN Diagram

